



# Information for managers of accredited properties



As the manager of a horticulture export accredited property, there are some important things you must do. This factsheet steps through common situations you may encounter and what you should do.

## How do I know what the requirements of my accreditation are?

You must make sure you have read and understood the requirements on accredited properties set out in the [Plant Export Operations Manual](#) and information on your notice of accreditation.

These must be read along with the importing country requirements of the country you are exporting to. These are set out in the [Manual of Importing Country Requirements](#) database. However, you should independently verify the information in the database with the importing country's National Plant Protection Office before relying on it.

## I am no longer the manager of the property. What do I do?

You must notify the [Audit Services Group](#) in writing that you are no longer the manager of the property as soon as practicable. The notice must include the contact details of the new manager.

## I am concerned that I have not or will not meet a requirement(s) of my accreditation. What do I do?

You must contact the [Horticulture Exports Program](#) to discuss your options as soon as practicable.

## Key points

- If you are ever unclear about your obligations as a manager of an accredited property contact the [Horticulture Exports Program](#).
- Requirements for accredited property managers can be found on the [Plant Export Operations Manual](#).
- Importing country requirements can be found in the [Manual of Importing Country Requirements](#).
- You can subscribe to [Industry Advice Notices](#) to keep up-to-date with information about applying or renewing for each export season.
- For more information contact the [Horticulture Exports Program](#).

## **A pest of quarantine concern for the country I am exporting to has been found on my property. What do I do?**

You must contact the [Horticulture Exports Program](#) to discuss your options.

## **I have just become aware that information I provided in my application for accreditation was incorrect or incomplete. What do I do?**

You must contact the [Audit Services Group](#) to give the additional or corrected information as soon as practicable.

Failure to do so may be considered a false or misleading statement and can incur criminal penalties.

## **An audit of my property is required. What do I do to prepare?**

To facilitate the audit process for either a scheduled or unannounced audit, you should make sure that you and any appropriate technical experts and crop monitors are on hand to answer questions and provide assistance to the auditor. Prepare all documents, including any relevant crop monitoring records, pest and disease control programs, traceability systems and cleaning records for the auditor's consideration.

More information about what you need to do is on the [Plant Export Operations Manual](#).

## **How do I know when my accreditation expires?**

Your accreditation expiry date will be 12 months from the date your accreditation commences, unless otherwise advised on your notice of accreditation.

## **My property's accreditation is about to expire. What do I do to renew my accredited property in time?**

Look out for communication from the department through [Industry Advice Notices](#) (IAN) and your Industry Representative Body (IRB). The department and your IRB will communicate with you in the months leading up to the expiry date to initiate the accreditation renewal process for each export season.

[Subscribe](#) to receive departmental IANs.

## **There will be a change to my accredited property or business. What do I need to do?**

You must notify the department as soon as practicable of a change to your accredited property or business. This can include if there is a change to:

- business management
- business details including name, ownership and contact details
- financial circumstances, including if the business goes into insolvency or administration.

Please send through any change of details to the [Audit Services Group](#).

## **What if my accreditation details aren't correct?**

It is important that you check the details on your notice of accreditation carefully. If you believe that the details are not correct please contact the [Audit Services Group](#).

## **I want to make a variation to my accredited property. What do I need to do?**

Variations to your accredited property must be communicated to the department before they occur. An application to make a variation must be made at least 28 days before it is intended to take effect. Variations to your accredited property can include:

- the market you intend to export to
- alterations to the physical building and property including boundaries of lots, orchards or patches.

Please apply for variations in writing to the [Audit Services Group](#).

## **I have received a notice from the department regarding a variation, suspension or revocation of my accredited property. What should I do?**

It is very important that you read the notice in full to understand what your next steps should be. The notice will provide specific instructions regarding what to do next and any obligations or requirements you will need to meet. You must respond to the notice in the required timeframe.

